



A CSW Industrials Company

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www.rectorseal.com

MUST USE GOOGLE CHROME!

July 9, 2019

To: RectorSeal Sales & Distribution

From: Jeff Underwood, Vice President of Sales & Marketing

Subject: Warranty & Product Failure Claims

As we all understand, products can malfunction prior to or post installation/application. When these failures occur, assuming they are within the product warranty period, our goal is to quickly reimburse the impacted customer with a replacement product or bill credit.

To support this goal, we have developed a modification of our PAR system to allow for filing of warranty claims. The Warranty Authorization Request will allow reps, Regional Sales Managers or the RectorSeal Technical Service team to enter a claim for reimbursement or replacement product.

Similar to the PAR system, the Warranty Authorization Request system will allow for web-based approvals of a request. Moreover, like the PAR system, the warranty review process will go through the sales leadership for review and approval. Our goal is to have a legitimate claim, with appropriate photo documentation, to be approved for payment within hours. Claims will have a number assigned to them to allow for easy tracking.

All approved requests will be released to the Credits team for reimbursement or to Customer Service to ship replacement product.

We believe that this enhancement to the warranty claims process will help improve our ease of doing business by helping resolve the rare product failure quickly and efficiently.

Moreover, the system allows for our Technical Services and Finance teams to determine if the product needs to be returned for assessment or for a potential litigation claim. This root cause analysis plays a crucial role in helping determine if there are any systematic product failure to allow us to take corrective action immediately.

You can access the Warranty Authorization System at <https://par.rectorseal.com/war/> or by selecting "Warranties" within the PAR site. User logins are the same as the existing PAR system.

User: 0534
PW: reports

1. Go to warranty (top right)
2. Enter city, State(XX)
3. Start entering customer name, drop box will appear to choose from
4. Click add Item
5. Attach Picture of defective/damaged item
6. Comments: put original PO#, any return or credit number to be noted on credit, serial number if a pump (not required on switches)
7. Submit, Save and print the submitted form, Steve will send us an automatic email he gets from RS to put with the paperwork. File away.



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For reference, below is the home page highlighting the “Warranties” tab.



Moreover, below is a screen shot of the standard claim form.

Warranty Request

Customer Location

City, State (XX) or Zip Code (5 digit) Group / Customer Name

Please select a customer location.

Items

Item	Qty	Reimbursement	Price	Total Amount
No items				

[+ Add Item](#)

Associated labor or damage claims, if any

Photos Include photos detailing the product failure. If a contractor is requesting a labor payment or there is any potential damage to a homeowner’s residence, include photos detailing such claims, as available.

[Choose Files](#) No file chosen

Comments

Best,

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